

# Position Description for Administrative Clerk

## BASIC FUNCTION OF POSITION

Under the supervision of the Cultural Affairs Officer (CAO), the incumbent serves as administrative assistant and program assistant in support of cultural and educational programs at the American Center (AC). The incumbent supports the overall scheduling of Cultural Unit programs, and tracks the use of AIT's American Center multi-purpose room as well as provides program support for outreach engagements, especially for speaker programs.

## MAJOR DUTIES AND RESPONSIBILITIES

## % OF TIME

### 1. Administrative Support

40%

Serves as Executive Secretary for the Cultural Unit (CU)

- Receives mail, packages, and correspondence and distributes items to AC staff members as appropriate.
- Drafts routine correspondence in English and Chinese, and prepares final versions of memos, letters, and other written documents for distribution to other offices in AIT and outside organizations.
- Maintains electronic and physical files of cables, correspondence, and comments related to speakers, cultural presentations, exhibits, exchange programs, and other CU programs.
- Reviews memos and letters to ensure they are free from errors and typos, and conform to AIT, Washington, or outside standards as appropriate.
- Takes phone messages, makes appointments, receives visitors; oversees printing and distribution of invitations and program announcements.

### 2. Tracks Programs and Maintains American Center (AC) Calendar

20%

- Maintains master list of American Center programs, and tracks important deadlines.
- Reviews incoming cables and correspondence from Washington. Tracks key deadlines for submission of funding requests, reports, and other information. Follows up with CAO and Cultural Unit staff to ensure timely submission of materials.
- Keeps Cultural Affairs Officer's (CAO) calendar up to date and is responsible for reminding him/her of appointments.
- Arranges transportation for CU employees and submits travel vouchers for CAO.
- Serves as control person for AC multi-purpose room usage. Submits Regional Security Office (RSO) Authorization Request for Access and other related forms for Public Affairs Section (PAS) program and visitors.
- Works with AC staff to coordinate set up, audio-visual, and custodial support for American Center programs; prepares documentation for staff overtime; completes representation claim forms for programs.

### **3. Representational and Program Responsibilities**

**20%**

- Provides program guidance and organization for post's Mission Speaker Program to include:
  - Coordination with hosts and speakers
  - Responsible for updating the MSP materials and website
  - Collection and distribution of IIP and EduUSA materials at MSP events
  - MAT reporting and social media post drafting for each MSP program
  - Thank you letters and materials to speakers and hosts
- Provides program guidance and organization for AC's Digital Video Conferences (DVCs)
  - Coordination with other sections to arrange timing, venue, testing and studio requests
  - Responsible for all AC security, logistics, and program support for DVCs
  - Creates program flyers and information as well as program invitations
  - Tracks RSVPs and attendance along with technical requests
  - MAT reporting and social media post drafting for each DVC program
- Organizes and handles details of invitational programs and representational functions of CAO.
- Prepares guest lists and invitations for official representational functions, contacts invitees, records list of RSVPs.
- Advises CAO on aspects of protocol and accepted social customs in Taiwan.
- Receives and responds to representational invitations and requests for meetings. Follows up with appropriate correspondence; prepares visitor access, and arranges travel to meetings and events.
- Arranges travel and accommodations for CAO and supervises arrangements for travel and accommodations for entire cultural unit team.
- Attends programs and representational functions to assist with representation, and translates when appropriate.
- Arranges vehicles for visitors; drafts cables for publication orders from Department of State for program use; submits vouchers as needed.
- Supports the development and execution of Public Diplomacy outreach programs as assigned to include:
  - Reservations and program use of the American Center
  - Travel and logistical support for PDS programs
  - Material preparation for PDS outreach programs

### **4. Serves as Liaison with AIT Offices and Outside Institutions**

**10%**

- Assists CAO in fulfilling obligations and obtaining information from universities, associations, institutions, and AIT elements.
- Contacts relevant AIT personnel to confirm and remind them about various meetings.
- Assists American personnel in activities involving the Fulbright and related programs and processes correspondence related to all American Center programs.

### **5. Miscellaneous Duties**

**10%**

Coordinates with all elements of the Public Diplomacy Section on daily American Center office operations. Fulfills other duties as assigned.

## **QUALIFICATIONS REQUIRED**

**Education:** At least two years of college or university study is required.

**Prior Work Experience:** At least two years of general work experience is required.

**Post Entry Training:** On-the-job.

**Language Proficiency:** Level III (Good Working Knowledge) English and Level III (Good Working Knowledge) Chinese are required.

**Job Knowledge:** Knowledge of Taiwan's social, cultural, educational, and political institutions, structure and customs required.

**Skills and Abilities:** Communication skills and strong organizational skills required; ability to work without immediate supervision required; Level II typing required; Proficiency in word, excel, and PowerPoint required.

## **POSITION ELEMENTS**

**Supervision Received:** From CAO by general oral and written guidance and assignments and by review of completed work.

**Supervision Exercised:** None

**Available Guidelines:** Various State Department and AIT policy memoranda; established/accepted PDS program and office procedures; social customs as practiced in Taiwan and by AIT.

**Exercise of Judgment:** When responding to all levels and types of people desiring appointments, must use judgment in deciding which are appropriate to honor, consulting the CAO in such situations.

**Authority to Make Commitments:** None

**Nature, Level, and Purpose of Contacts:** Incumbent must have effective communication with contacts at operational levels within a wide range of organizations in order to facilitate Cultural Unit activities, programs, and representational social functions.

**Time Expected to Reach Full Performance Level:** 6 months